



Human Resource Services

TEST PROGRAM TECHNICIAN

Washington DC \$45,034 – \$56,295

THE ORGANIZATION

CPS is a self-supporting public agency offering a full range of human resource products and services including test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, and workforce planning. Our vision is to improve Human Resources in the public sector. Core values promote client satisfaction, high quality of work life, and financial returns that assure long-term sustainability. Our employees participate in a results-oriented pay plan that allows for accelerated advancement of base pay and lump sum payments for exceptional service and contributions to organizational success. CPS believes in sharing its success with the employees who make it happen!

CPS is headquartered in Sacramento CA, with offices in Atlanta GA, Chicago, IL, Madison WI, and Washington DC. Our staff of 150 full time employees serves over 1500 clients in 46 states and Canada. Clients include the federal government, as well as numerous states, cities, counties, school districts, special districts and private non-profit agencies.

THE POSITION

CPS administers and scores written, oral, and performance examinations for local, state, and federal agencies. The Test Program Technician assists in planning and conducting assessment centers throughout the United States. Duties include logistical and technical support in the planning process, set up and breakdown of the center, assisting in the assessment process, monitoring candidates, establishing and maintaining tracking systems, and serving as lead worker over full and part time staff. The current position is in our Washington DC office. The position requires extensive travel.

KEY CHALLENGES

- Plan assigned portions of assessment centers, including coordinating logistics with subcontractors and venue managers
- Coordinate staff at remote locations
- Oversee the processing, registration, administration, and scoring of tests
- Resolve problems calmly and creatively
- Resolve disputes fairly and quickly
- Maintain integrity of testing process
- Maintain effective working relationships with federal agencies
- Assure quality and timely work and high levels of customer satisfaction

QUALIFICATIONS

Successful candidates are expected to possess the following:

ABILITY TO:

- Work accurately amid multiple priorities
- Evaluate problems and recommend solutions
- Plan, schedule, and administer large projects or events
- Work independently
- Learn test administration and scoring
- Learn testing techniques, statistics, and computer applications
- Read and interpret technical publications and instructions
- Communicate effectively with others
- Travel (up to 80%)
- Work irregular hours

SKILLS:

- Good organizational and planning skills
- Good problem resolution skills
- Excellent interpersonal skills
- Computer competency in the use of database applications, Excel, and Word
- Supervisory skills
- Multitasking competencies to manage multiple events or projects
- Process development or redesign
- Customer service skills

KNOWLEDGE OF:

- Basic principles and practices of public/business administration
- Principles and practices of supervision and training
- Basic statistics

EDUCATION:

The ideal candidate will possess an Associate's degree in business or public administration, communications, public relations, social or natural sciences, or related field.

EXPERIENCE:

Five years of increasingly responsible technical or high level clerical experience including some responsibility for scheduling or planning production, projects, or events. Any combination of education and experience that provides the desired competencies is qualifying. Candidates with strong experience who lack the degree are encouraged to apply.

PHYSICAL AND MENTAL REQUIREMENTS:

- Vision sufficient to read and monitor events
- Considerable amount of standing and walking

SALARY AND BENEFITS

SALARY RANGE:

\$45,034 – 56,295

This position is eligible for overtime in accordance with the Fair Labor Standards Act.

BENEFITS

Insurance – CPS provides health, dental, vision, life and long-term disability plans

Leave – CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

Retirement – CPS is a Cal PERS member with 2% at 55 retirement. Cal PERS is a defined benefit retirement plan offering excellent coverage. CPS also offers a 457 plan. CPS does not participate in Social Security, except for Medicare.

Flexible Spending – CPS offers a Dependent Care Assistance Plan and a Health Care Spending Account.

SELECTION PROCESS

Qualified candidates should submit a detailed resume, including email and mailing address, educational history, employment history and dates of employment in a Word 6.0+ or RFT format to: tptdc@cps.ca.gov. Faxes and US mail will not be accepted.

The final filing is October 23, 2003. Applicants must be available to take a written test in Washington DC in early November.

CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER